

# MEDICAL RECEPTIONIST DIPLOMA - 34 CREDITS

## About this program

This program prepares individuals to work in a medical office setting. Medical receptionists greet patients, arrange appointments and provide informational services to patients. They possess excellent communication and technology skills. This position requires an excellent command of medical terminology, anatomy and physiology, as well as expertise in medical office procedures.

## Program outcomes

1. Demonstrate professional business communications.
2. Communicate using the language of medicine.
3. Utilize technology for medical office applications.
4. Prepare and manage the health care record.
5. Explain legal and ethical behavior in a health care setting.
6. Perform insurance and financial procedures for the medical office.
7. Manage and maintain an appointment schedule.
8. Demonstrate organizational skills.
9. Demonstrate proper written communication.
10. Demonstrate critical thinking.
11. Demonstrate professional work behaviors.
12. Perform registration procedures.
13. Demonstrate knowledge of structure and function of the human body.
14. Demonstrate knowledge of disease processes and their treatments.
15. Demonstrate professional communication for the medical office.

## Curriculum overview

<b>Crds</b>	<b>Requirement type</b>
31	Required courses
3	Restricted electives in courses
<b>34</b>	<b>Total</b>

**Developmental courses note:** A student may be required to enroll in developmental courses in reading, writing and math. A student's scores on the Accuplacer assessment will determine enrollment in developmental courses. The purpose of developmental courses is to prepare students for the demands of a college-level curriculum. *Credits may vary.*

**Accreditation:** Minnesota State Community and Technical College is accredited by the Higher Learning Commission, a regional accreditation agency recognized by the U.S. Department of Education. More information can be found at [www.minnesota.edu/accreditation](http://www.minnesota.edu/accreditation).

## Curriculum requirement details

### Required courses

<b>Course</b>	<b>Crds</b>
ADMM1104 - Medical Language Applications I .....	3
ADMM1110 - Medical Documentation Fundamentals...	4
ADMM1122 - Medical Office Procedures .....	4
ADMM1150 - Medical Billing/Insurance .....	4
ADMM1200 - Medical Office Technology Tools .....	2
ADMM2104 - Medical Language Applications II .....	3
ADMM2130 - Medical Office Career Insight .....	2
ADMM2500 - Human Disease Applications for Administrative Health Professionals .....	3
ADMS1116 - Business Communications I .....	3
HLTH1110 - Introduction to Anatomy and Physiology..	3

### Other requirements or restricted electives

#### **3 credits from one or more of these Courses:**

<b>Course title</b>	<b>Credits</b>
COMM1130 - Small Group Communication	3
COMM1140 - Interpersonal Communication	3

## Course summaries

**ADMM1104 - Medical Language Applications I** ..... (3 credits)

This course provides in-depth analysis of medical language for nonclinical personnel and prepares students for working in many aspects of a medical office. Construction, definition, spelling, pronunciation and proper written and verbal usage of medical language are emphasized. Students will learn to define, spell, pronounce and use medical terms with application in the many contexts of working in a medical office.

**ADMM1110 - Medical Documentation Fundamentals** ..... (4 credits)

This course covers the fundamentals of health care documentation and medical record production, legal and ethical issues and responsibilities, text expansion software usage, utilization of medical references, and grammar and punctuation in health care-related communication.

**ADMM1122 - Medical Office Procedures** ..... (4 credits)

This course offers hands-on training in the tasks performed by medical administrative personnel in medical office settings. Topics include the role of the medical administrative professional, exploration of health care careers, legal and ethical responsibilities, medical appointments and calendars, professional communication including telephone techniques, reception and registration of patients, electronic health record responsibilities, introduction to billing and insurance procedures, and an introduction to medical office management.

**Corequisites:**

**ADMM1150 - Medical Billing/Insurance** ..... (4 credits)

This course provides information related to medical billing and health insurance. Topics covered include billing and statement preparation in the medical office, introduction to medical coding, types of health insurance coverage, insurance claim processes and related ethical and legal issues.

**Corequisites:**

**ADMM1200 - Medical Office Technology Tools** ..... (2 credits)

Students will utilize technology that is commonly used in a medical office setting and develop 10-key skills necessary for billing and insurance practices.

**ADMM2104 - Medical Language Applications II** ..... (3 credits)

This course is a continuation of Medical Language Applications I and prepares nonclinical students to provide effective written or oral communication in encounters with patients, health care providers and other health care staff. Construction, definition, spelling, pronunciation, and proper written and verbal usage of medical terminology pertaining to pharmacology, surgical and anesthesia procedures, laboratory and pathology, oncology, psychiatry and psychology, and physical and occupational therapy are emphasized. Students will apply medical language knowledge to simulated real-life applications from a medical office environment. In-depth analysis and application of verbal and written communication is covered.

**Prerequisites:**

**ADMM2130 - Medical Office Career Insight** ..... (2 credits)

This course explores topics in the health care industry as they impact the medical administrative professional. Students will have the opportunity to focus on local, regional or national topics in preparation for a medical office career. Students will learn to appropriately present their acquired skills, knowledge and personal attributes to prospective health care employers.

**Prerequisites:**

**ADMM2500 - Human Disease Applications for Administrative Health Professionals** ..... (3 credits)

Knowledge of human diseases is crucial for administrative health personnel to efficiently and accurately assist health care providers and staff with the many administrative tasks associated with health care treatment. This course focuses on common signs and symptoms of disease affecting the human body including associated procedures, diagnostic testing and treatment. Recognition of emergent and urgent symptoms is addressed. Knowledge of the many aspects of human disease is needed to effectively provide health care support services and interact with patients presenting electronically, verbally or in person with administrative health personnel. Practical applications in communication, documentation and billing for the administrative medical office are emphasized.

**Prerequisites:**

**Corequisites:**

**ADMS1116 - Business Communications I** ..... (3 credits)

This course prepares students for oral, written and non-verbal business communication skills and competencies required within the workplace. Students will apply proper business formats in memos, letters and other business documents using the direct, indirect and persuasive approaches in both formal business and social business style formats. The principles of grammar, punctuation, spelling and word usage will be applied and developed to gain a greater mastery to impart information professionally while matching style and tone in business writing. Other topics may include strategies for internal and external communication situations, audience analysis and communication through technology individually or within teams.

**Prerequisites:**

**HLTH1110 - Introduction to Anatomy and Physiology** ..... (3 credits)

This course is an introduction to the structure and function of the human body. Focus will be on the study of each individual organ system and the interaction of each system with the rest of the body.

**COMM1130 - Small Group Communication** ..... (3 credits)

Meets MnTC Goal Areas 1 and 2. This course focuses on communication issues in small groups and the importance of small group work in business today. An emphasis will be placed on improving communication skills for successful teamwork, group cohesiveness and the responsibility to group goals and tasks. Students will be provided with opportunities to build their group communication skills through practice.

**COMM1140 - Interpersonal Communication** ..... **(3 credits)**  
Meets MnTC Goal Area 1. This course will focus on improving students' abilities to communicate effectively in one-to-one dyadic encounters by providing experience-based instruction. Extensive in-class and out-of-class analyses allow the student to examine his/her own and others' informal social interactions. The long-term goal is for the student to apply interpersonal communication theories to daily interactions and draw his/her own conclusions about the effectiveness of interpersonal communication.



# MEDICAL RECEPTIONIST DIPLOMA - 34 CREDITS

## Program Plan — "Primary"

Locations: Online

### 1st Fall Term (16 credits)

---

#### Courses

Course	Crds
ADMM1104 - Medical Language Applications I .....	3
ADMM1110 - Medical Documentation Fundamentals .....	4
ADMM1122 - Medical Office Procedures .....	4
ADMM1200 - Medical Office Technology Tools .....	2
HLTH1110 - Introduction to Anatomy and Physiology .....	3

### 1st Spring Term (18 credits)

---

#### Courses

Course	Crds
ADMM1150 - Medical Billing/Insurance .....	4
ADMM2104 - Medical Language Applications II .....	3
ADMM2130 - Medical Office Career Insight .....	2
ADMM2500 - Human Disease Applications for Administrative Health Professionals .....	3
ADMS1116 - Business Communications I .....	3

#### 3 credits in one or more of the following:

COMM1130 - Small Group Communication .....	3
COMM1140 - Interpersonal Communication .....	3

---